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To: "Sandra" <smh@badbetty.plus.com>

Cc:

Subject: Re: paul brown - saddleworth joinery - just joinery

Hi Sandra,

Apologies for the late reply.

I am deeply sorry to hear of your experience with Paul Brown. We decided not to pursue him for anything as it seems it is not worth it. More on that later.

In my opinion, the way forward for you would be to give him the opportunity to finish the work by sending him a registered letter stating that 5 months is way over the reasonable time a job such as yours should take. Importantly it should contain a date for him to complete the work (say two weeks) stating that "time is of the essence" (a necessary legal phrase). Mention that if work is not completed by then, that although you would rather not, you have no option but to consult a solicitor.

This can lead to two things, either he will come and do the job, or he won't, but at least if he doesn't then you have got rid of that awful uncertainty of waiting for him and you can at least get somebody in to seal the windows before the weather turns too bad, if not complete the whole job.

If he does turn up and tries to draw it out again by maybe doing a day before going absent once more, then you will have to continue to be harsh and send him another letter reminding him of the date of completion. I know it is difficult to be like that as really a good working relationship is the way forward, but you have to remember that this person is no friend of yours, and has already let you down badly.

When we were in the middle of it happening to us - when nobody would turn up when promised, when he wasn't available at the joiners shop or on his mobile, when he was going into a tunnel so the phone cut off, when stuff was about to be delivered that never turned up, (sound familiar) - I started doing some digging about this gentleman and found six or seven of his previous customers.

It turns out that he is quite an expert in dragging out a job, or several and robbing Peter to pay Paul (no pun intended!), so some people eventually get their work completed after a very long time, and some do not.

Some of the other people took legal advice, the advice being to have another builder go ahead and complete the work, then pursue the costs through the courts. There are two problems with that advice.

Firstly, some of these people, myself included, had been left in such a position financially that it was impossible to pay for somebody else to come without taking out a huge loan to cover the cost of doing work that had already been paid for.

At the time he walked away from our job, he had taken over 75,000 from us which was the quote for the completed work, and we have had to take out extra loans to the tune of 30,000 to complete the works using mainly cash in hand workers that I know and doing a lot myself.

Secondly, if somebody did take out a court order, then all that would happen is a CCJ would be registered against that company, but that doesn't matter as he (or somebody in his family) would be trading as another company that didn't have CCJ's anyway. Then once the heat gets too much, the company goes into liquidation and most of the debt is written off. Before it goes that far, any assets the company may have are sold off. Sold off cheap to another company that he is part of.

I have seen Saddleworth Joinery Building Services Ltd. (The first quote arrived as that, so no amount of searching found any problems) Saddleworth Joinery Manufacturers Ltd. (The company I was mainly dealing with), and the new, created this year, Saddleworth Joinery Ltd. These are just the limited companies, there are about another three or four that I know of, and he is also on My Builder website as extensions-conversions.

We are just about OK now, with only the driveway to finish next year when I have the money, but my heart goes out to all the other victims that he continues to prey upon, without it seems the means to stop him.

I will of course respect your confidentiality, and I do hope you can get things sorted out before the winter sets in properly.

If you would, could you keep me informed of the outcome, or progress.

Thanks for the email.

Mark

On Thu 11/11/10 4:55 PM, Sandra smh@badbetty.plus.com sent:

Mark
Hello

I wish we had found your site sooner.....
Did you get any compensation - what was the outcome.... I see you finished it

yourself .

In June of this year we contracted Paul Brown - 'Saddleworth Joinery' to replace our windows - 13 in all -and one door . got him through that website for traders. he made the small bathroom window and the workmanship on the window was excellent.... as we were delighted with the quality we said to go ahead with the rest of the house and gave him the money up front for the wood.

He has made and put in all the small windows - wedged - not sealed or finished with architrave etc or mastic on the outside. 7 in total it is now blowing a gale and muck and dust is blowing in through the gaps and it is freezing temperatures now.

He didn't come for over a month -' Some family issues ' and had taken time off - so we waited for him to catch up with his backlog. Then he said it was clear and we were next!!

over a month ago.....

We have been to the workshop in Delph. numerous times - (times unannounced and once when we rang and said we were coming) On the unannounced occasions - the place was deserted, there was no work going on - no lights on - no vehicles we recognised and no visible signs of our windows or the wood. On the announced occasion Chris the joiner was there - said he was waiting for a delivery of our wood !! - which never materialised.

All through Paul says he is not going to let us down.
Honestly - we don't believe him.
Hence the decision to do some digging and found you.

Did you do anything legally - have you any advice (everything - emails etc has been recorded as a matter of course..)

At this stage can you please respect our confidentiality until we know where we stand.

thanks for your time
Sandra

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